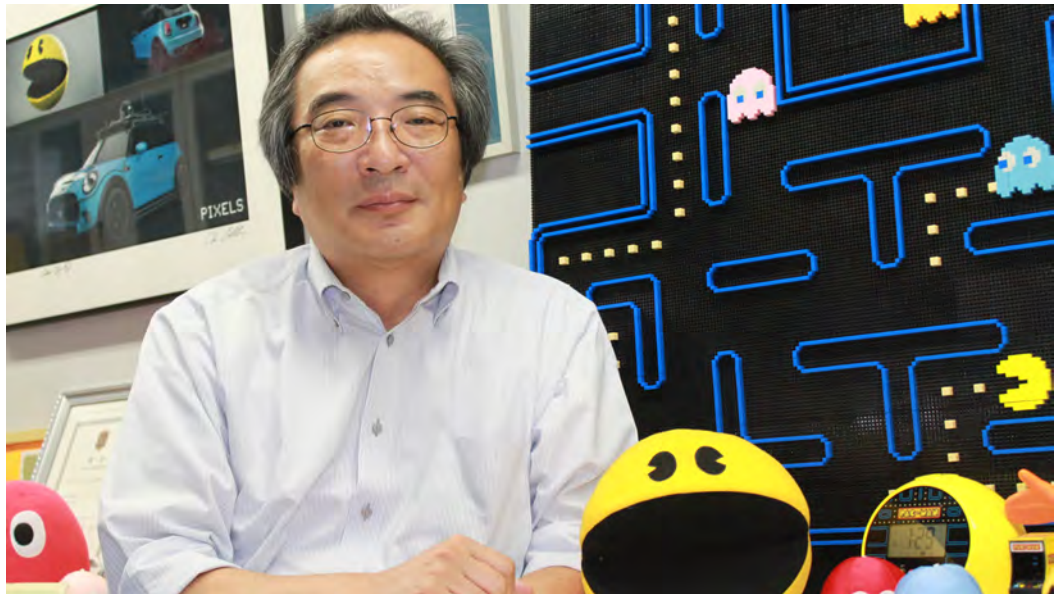
SIXTH ANNUAL NCCCO FOUNDATION Industry Forum

Legendary Learning Paths

Best practices in the design and implementation of training protocols

Zack Parnell, President & CEO
Industrial Training International (ITI)

November 11, 2021



I had no special training at all;
I am completely self taught.

I don't fit the mold of a visual arts designer or a graphic designer.

I just had a strong concept about what a game designer is.

Someone who designs projects to <u>make people happy</u>.

That's a game designer's purpose.

Toru Iwatani
Creator of Pac-Man

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“That’s a game designer’s purpose.”

[Someone who designs games
to make people happy.]

“That’s a game designer’s purpose.”

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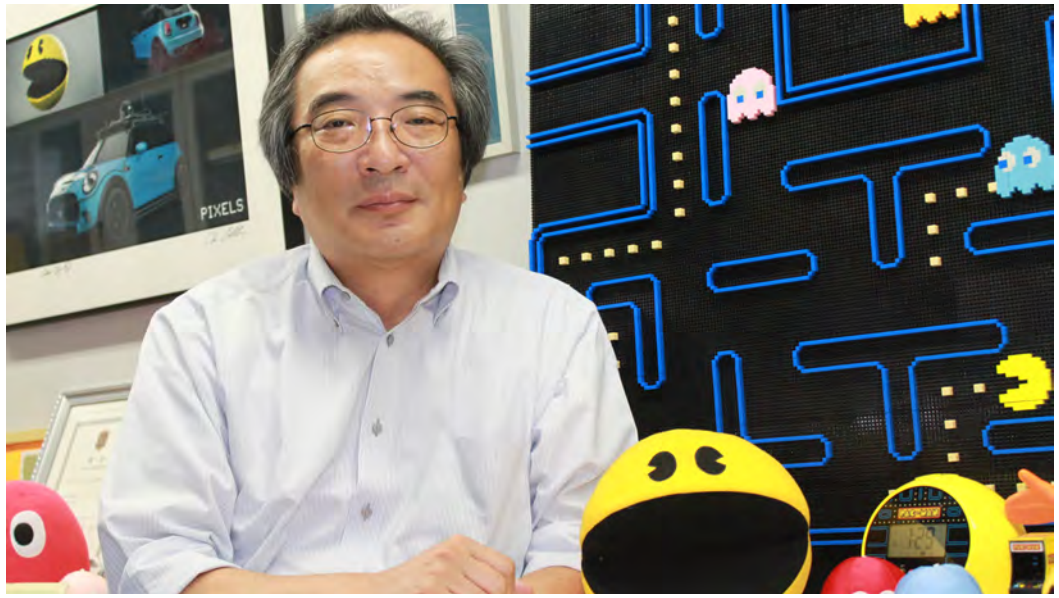
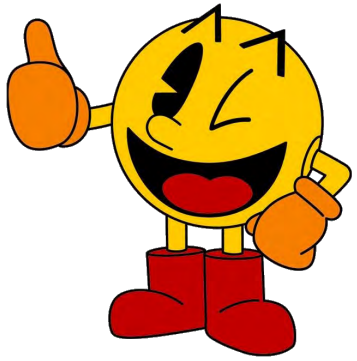
to make people happy.]

So, what is our purpose in designing and delivering training?



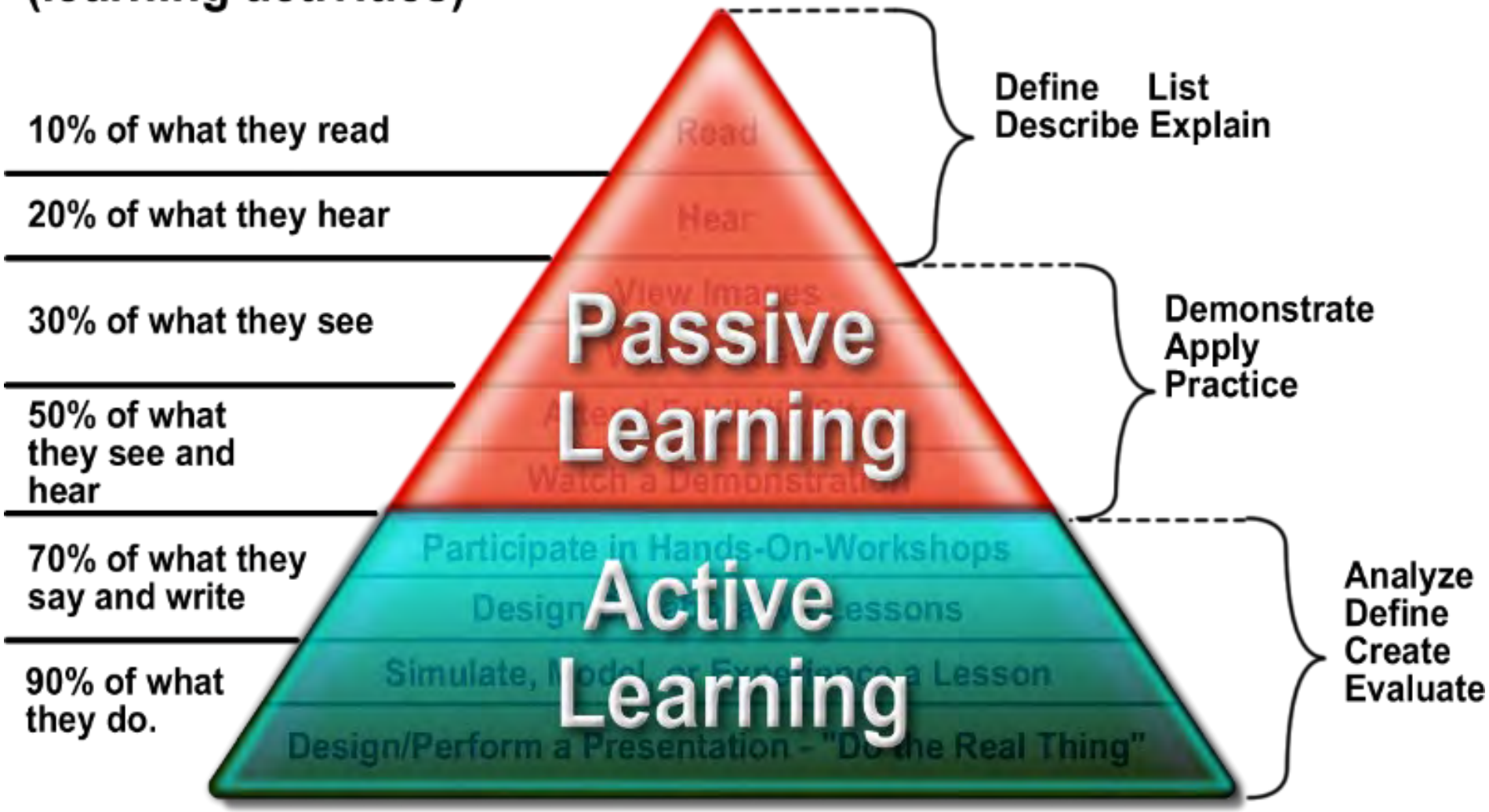


Create Experiences

that make people Happy (and Learn)

People generally remember... (learning activities)

People are able to... (learning outcomes)



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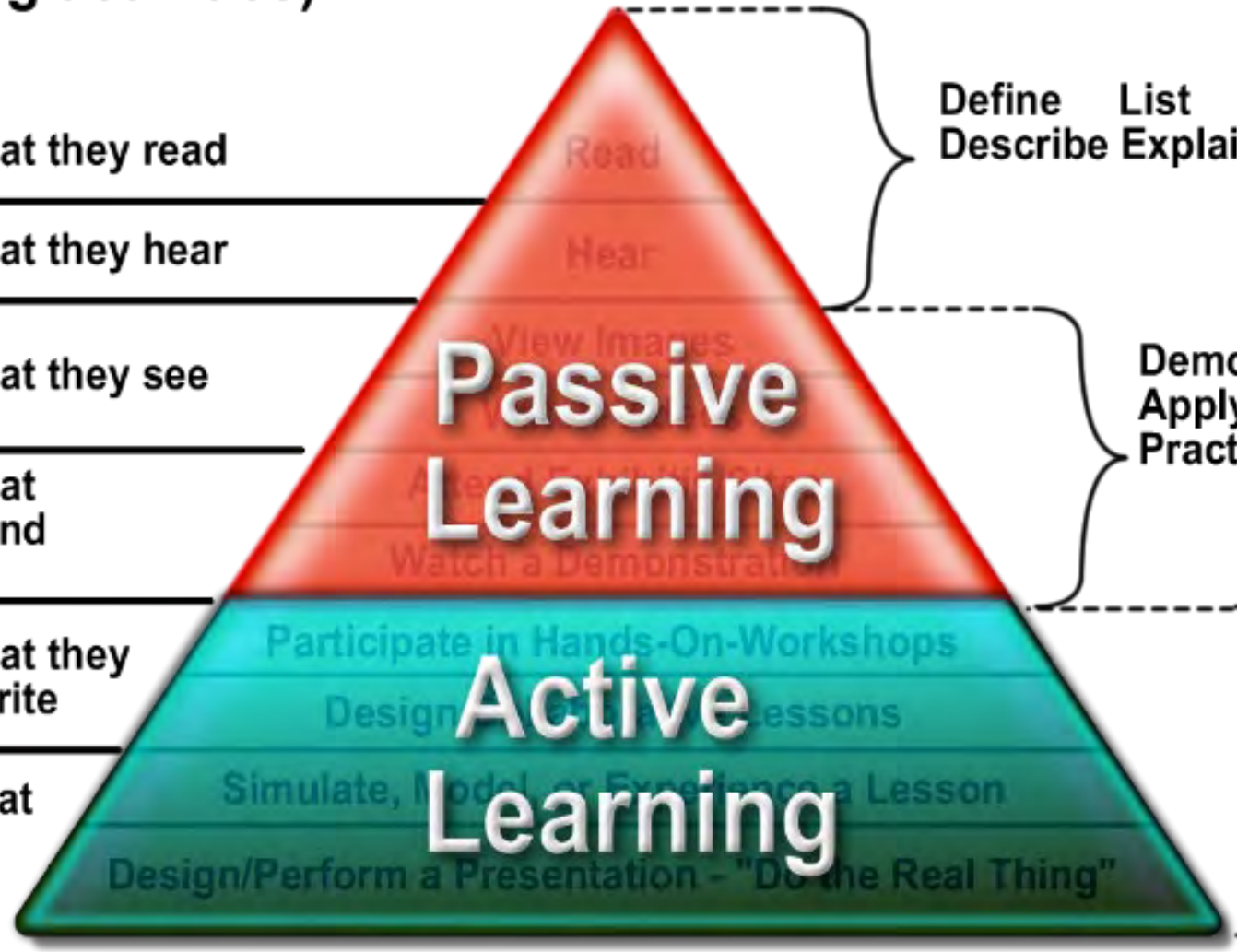


10% of what they read

20% of what they hear

30% of what they see

50% of what they see and hear

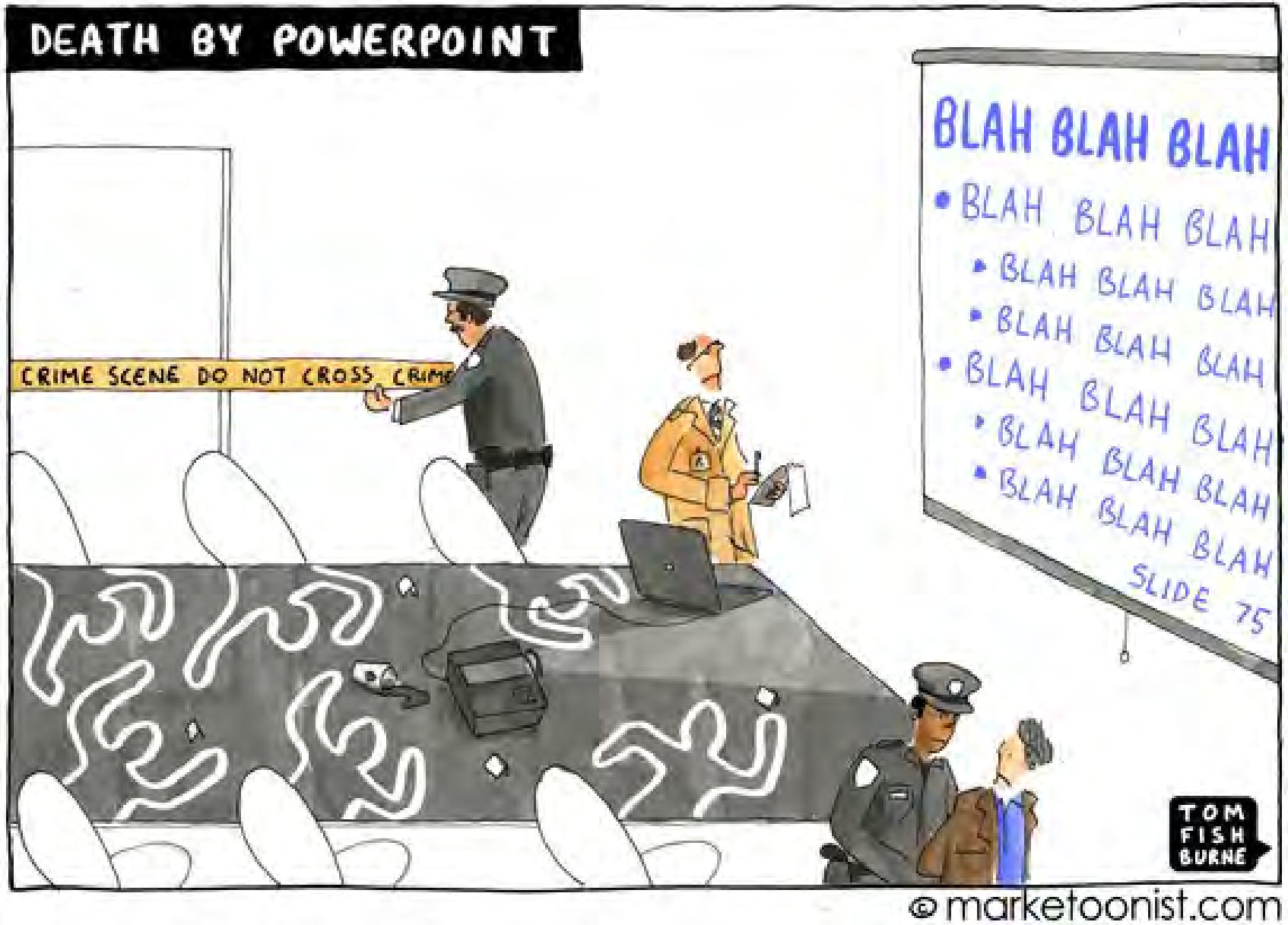
70% of what they say and write

90% of what they do.

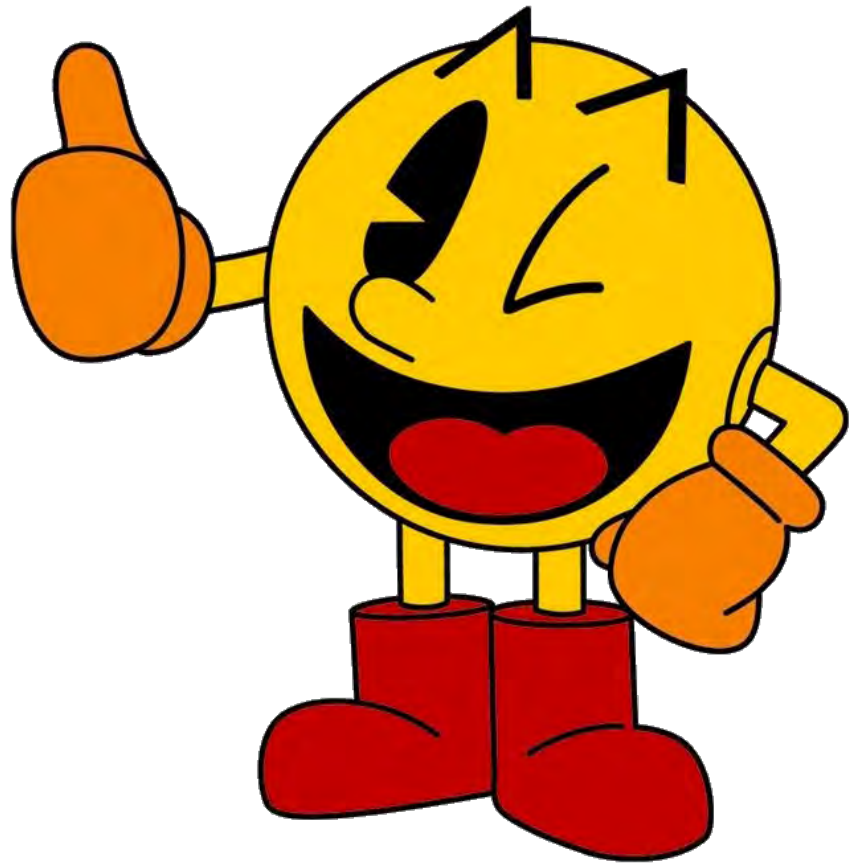
Define List
Describe Explain

Demonstrate
Apply
Practice

Analyze
Define
Create
Evaluate


DEATH BY POWERPOINT
CRIME SCENE DO NOT CROSS
BLAH BLAH BLAH
BLAH BLAH BLAH
BLAH BLAH BLAH
BLAH BLAH BLAH
BLAH BLAH BLAH
BLAH BLAH BLAH
SLIDE 75
TOM FISH BURNE
©marketoonist.com

I GAVE HER PRESENTATION 10 SECONDS... TIME TO CHECK MY PHONE...



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MARVEL STUDIOS
A UNIVERSE OF HEROES
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100 years ago

Today

Difference: Color Camera

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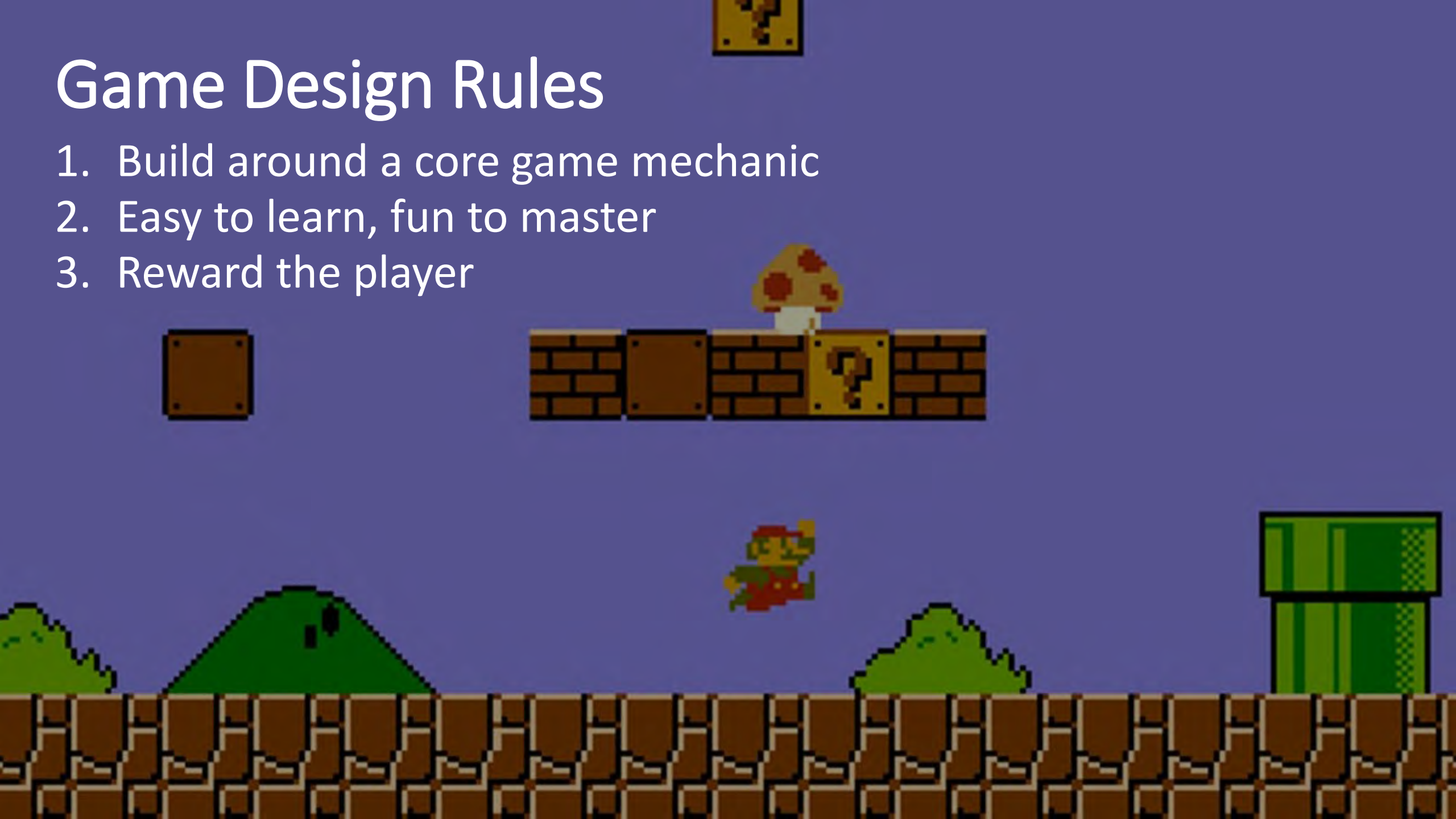
A STEVEN SPIELBERG FILM
READY PLAYER ONE

So how might we think differently as designers of learning experiences?

Game Design Rules

1. Build around a core game mechanic
2. Easy to learn, fun to master
3. Reward the player



Game Design Rules

1. Build around a core game mechanic
2. Easy to learn, fun to master
3. Reward the player

Super Mario Bros.

1. Run + Jump
2. Sharpen skills with sprint, fireballs, tricks
3. Earn coins; Defeat bad guys; Save Princess Peach.

What gameplay mechanics are available to us as learning designers?

Group Problem-Solving Workshops

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Group Problem-Solving Hands-On Exercises

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Reflections followed by Coaching Sessions

What Do You Think?

Ownership is tough when there's a failure. But as a field leader, knowing every detail of the job and being responsible for the execution of those details means your team will have the best chance of success. You have been listening to conversations and learning about the leadership traits that are most important to your team's success. Those traits are character, attitude, and ownership.

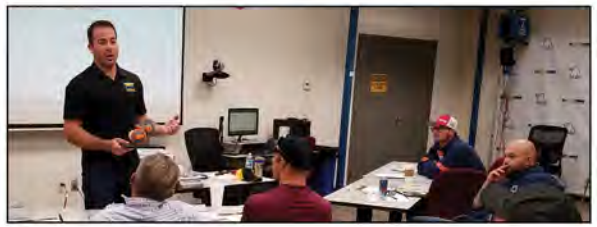
Your next task is to take a self-assessment of these traits and their supporting attributes. Be honest with yourself as you take the assessment. Pay attention to the areas you need to work on and make a mental note to be aware of these weaknesses as you lead your team.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Even if you personally do not like someone, you treat them fairly.	○	○	○	○	○
You are widely known for being an honest person.	○	○	○	○	○
You always examine both sides of an issue so you can make a well-informed decision.	○	○	○	○	○
You are a good listener.	○	○	○	○	○
You readily admit when you're wrong.	○	○	○	○	○
You will make the right decision even when it's not easy or popular.	○	○	○	○	○
You naturally look for the good in other people.	○	○	○	○	○
You can accept blame and apologize even if you feel you are not personally responsible for the mistake.	○	○	○	○	○
You don't jump to conclusions easily.	○	○	○	○	○
You are willing to listen to other people's ideas and consider them even when the final decision belongs to you.	○	○	○	○	○

Complete Reflection

Learning Path - Overhead Crane Technician-in-Training

STEP 1 Screening & Evaluation



- ☑ Online Job Application and Personality Assessment
- ☑ Online Written Exams: Mechanical Aptitude and Basic Electrical
- ☑ VR Simulation: Experience At-Height, Basic E&M Maintenance Work
- ☑ Interviews & Hiring Decision

STEP 2 Online & VR Training

- ☑ In-Person Overhead Crane Technician-in-Training Course
- ☐ Online Basic Wiring and Components Course
- ☑ VR Simulation: 20 Maintenance Events for OHCT-IT

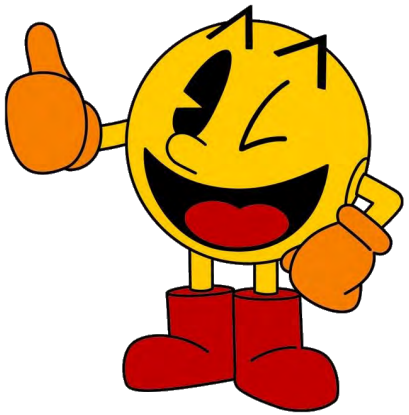
STEP 3 On-the-Job Experience

- ☑ Log 500 hours of warehouse and inventory management work
- ☐ Log 500 hours of service tickets

STEP 4 Assessments & Credentials

- ☐ VR Practical (1 hour) & Online Written Exams to earn job title of OHCT-IT
- ☐ Congratulations! Download Certificate - ITI Certified Overhead Crane Technician-in-Training

1 2 3 4



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